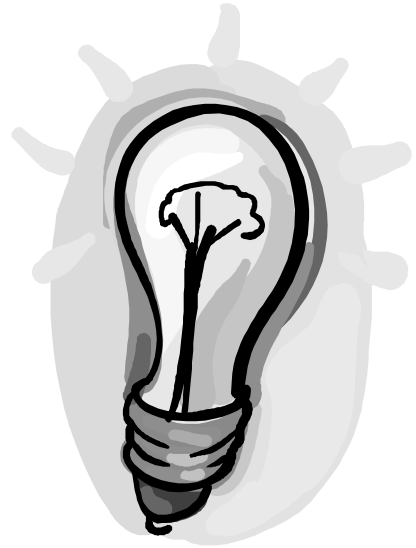


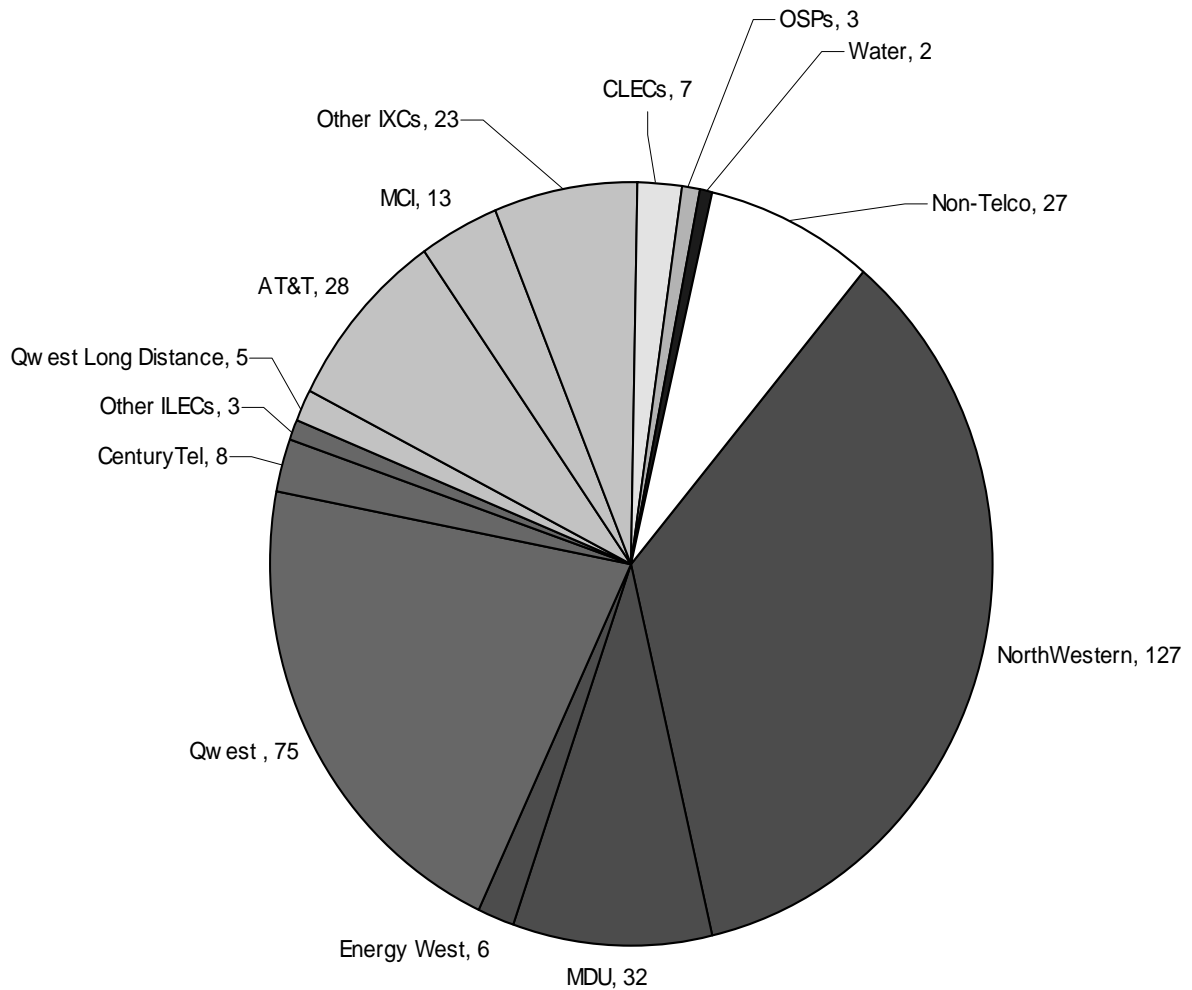
*Utility Consumer Complaints
Report, 1st Quarter, 2005*



**Montana
Public Service
Commission**



1st Quarter 2005 Complaints By Utility Total—359



OSP—Operator Service Providers

Complaint Percentages By Utility

Weighted Average (Based on '04 Customer Base)

| | | |
|---------------------|---------|----------------------|
| NorthWestern Energy | 35.38% | .036% |
| MDU | 8.91% | .039% |
| Energy West | 1.67% | .023% |
| Qwest | 20.89% | .021% (based on # of |
| CenturyTel | 2.23% | access lines) |
| Other ILECs | .84% | |
| Qwest LD | 1.39% | |
| AT&T | 7.80% | |
| MCI | 3.62% | |
| Other IXC's | 6.40% | |
| CLECs | 1.95% | |
| OSPs | .84% | |
| Water | .56% | |
| Non-Telco | 7.52% | |
| | ----- | |
| | 100.00% | |

Complaints by Service Type

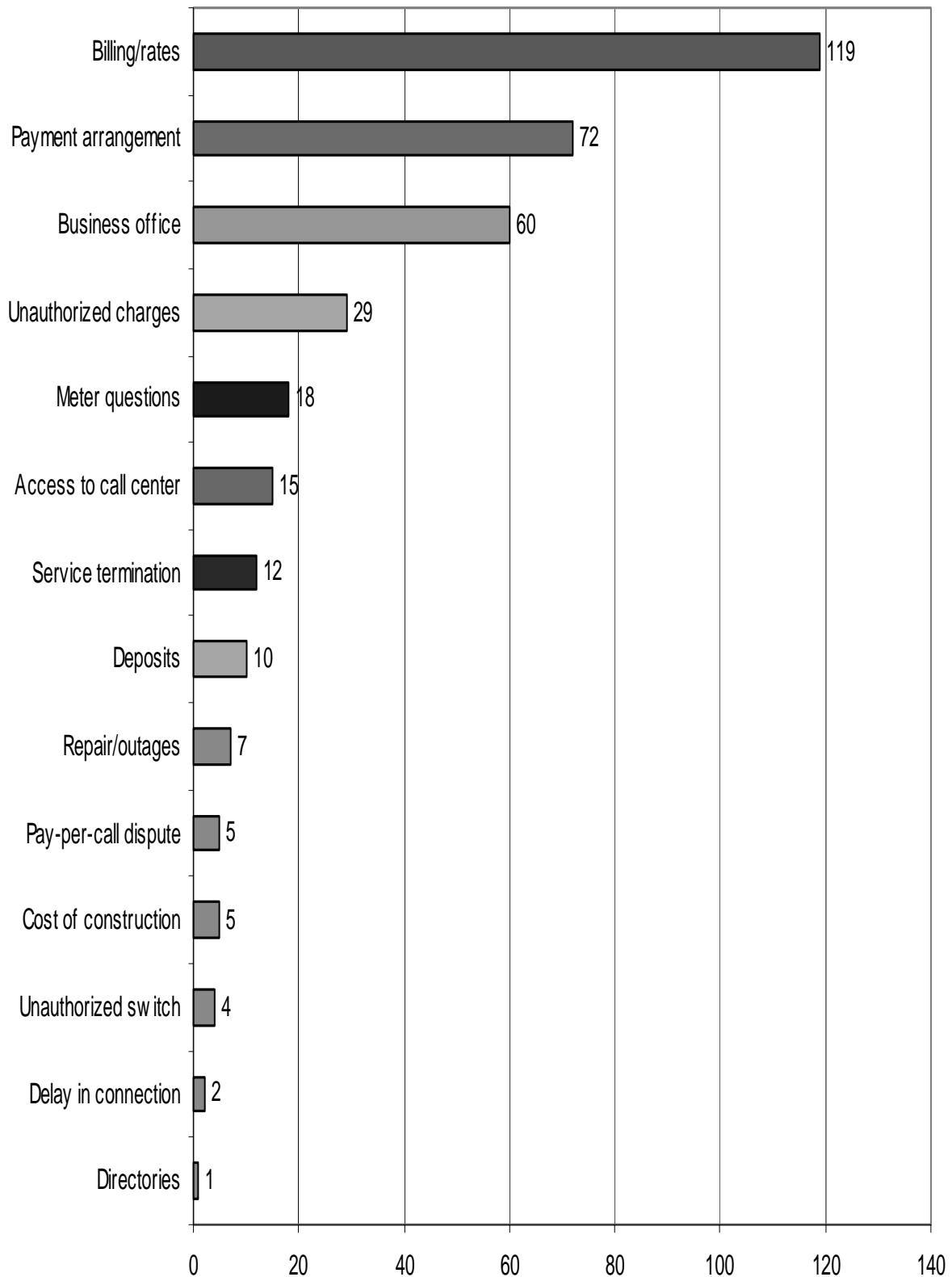
Percentage of Total

| | |
|------------------------|-------------|
| Energy—165 | 45.96% |
| Telecommunications—192 | 53.48% |
| Water—2 | .56% |
| Total | 100% |

Type and Number of Complaints By District

| | <u>Dist. 1</u> | <u>Dist. 2</u> | <u>Dist. 3</u> | <u>Dist. 4</u> | <u>Dist. 5</u> | <u>Total</u> |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------|
| 1. Billing/Rates | 19 | 25 | 23 | 16 | 36 | 119 |
| 2. Business Office | 9 | 11 | 15 | 13 | 12 | 60 |
| 3. Cram | 2 | 3 | 5 | 11 | 8 | 29 |
| 4. Payment Arrangements | 11 | 14 | 23 | 11 | 13 | 72 |
| 5. Access to Business Office | 2 | 4 | 4 | 4 | 1 | 15 |
| 6. Repair | 3 | 1 | 3 | 0 | 0 | 7 |
| 7. Slam | 1 | 2 | 0 | 0 | 1 | 4 |
| 8. Delay in Connection | 0 | 0 | 1 | 1 | 0 | 2 |
| 9. Termination | 1 | 3 | 3 | 2 | 3 | 12 |
| 10. Meter Questions | 4 | 3 | 7 | 3 | 1 | 18 |
| 11. Pay-Per-Call | 0 | 0 | 0 | 2 | 3 | 5 |
| 12. Deposits | 1 | 5 | 2 | 1 | 1 | 10 |
| 13. Cost of Construction | 1 | 0 | 4 | 0 | 0 | 5 |
| 14. Directory Listings | 0 | 1 | 0 | 0 | 0 | 1 |
| 15. Quality of Service | 0 | 0 | 0 | 0 | 0 | 0 |
| <hr/> | | | | | | |
| <u>Total</u> | 54 | 72 | 90 | 64 | 79 | 359 |

1st Quarter 2005 Consumer Complaints By Category



Number of Complaints

| | <u>2004</u> | <u>2005</u> | <u>Percent of Change</u> |
|-----------------|--------------------|--------------------|---------------------------------|
| January | 176 | 134 | (23.86%) |
| February | 171 | 107 | (37.43%) |
| March | 168 | 118 | (29.76%) |
| | — | — | — |
| Total | 515 | 359 | (30.29%) |

| | | | |
|-----------------|------------|----------------------------------|---------------|
| October | 119 | <u>Jan.</u> 134 | 12.61% |
| November | 80 | <u>Feb.</u> 107 | 33.75% |
| December | 92 | <u>Mar.</u> 118 | 28.26% |
| | — | — | — |
| Total | 291 | 359 | 23.37% |

Number of Calls

| | <u>2004</u> | <u>2005</u> | <u>Percent of Change</u> |
|----------|-------------|----------------------|--------------------------|
| January | 1,689 | 1,116 | (33.93%) |
| February | 1,400 | 1,021 | (27.07%) |
| March | 1,275 | 1,045 | (18.04%) |
| | — | — | — |
| Total | 4,364 | 3,182 | (27.09%) |
| | | | |
| October | 915 | <u>Jan.</u> 1,116 | 21.97% |
| November | 804 | <u>Feb.</u> 1,021 | 26.99% |
| December | 934 | <u>Mar.</u> 1,045 | 11.88% |
| | — | — | — |
| Total | 2,653 | 3,182 | 19.94% |